

# Westpac Presto Integration Guide

This integration is for Android and Windows till systems.

## Do I have an Android or Windows till system?

A **Windows** till system will have the clock in the bottom right corner of the desktop, as well as the Windows icon in the bottom left corner. An **Android** till system will have the clock in the top right corner of the screen, as well as three app icons - POS, Network Details, Rescue.

## Installing the app

The steps below will need to be completed via **Google Chrome** using a Windows till system or laptop/PC/smartphone.

1. Log into your **Epos Now Back Office** via Google Chrome (**eposnowhq.com**)
2. Select **APPS** (left hand side)
3. Click onto **any** app (the URL bar will look something like this - **https://www.eposnowhq.com/Apps/App/111**); remove the numbers from the end of the URL bar and replace them with **1136** and select enter on your keyboard
4. On the next page, select **GET FREE APP**
5. Select **INSTALL FREE APP**

The Westpac app will now be installed on your Back Office.

### Back Office setup

You will need to set up the Westpac integration in the Westpac app you previously installed.

1. Head to the Westpac app you previously installed (Back Office > Apps > My Apps > Select **SETUP** on the Westpac app)
2. Choose a **Tender Name** (by default it will be set to card)

## Epos Now till app

### Enabling Westpac

You will now need to enable Westpac in the **Front Till** settings.

1. Log into your **Front Till**
2. Select the **3 lines** (top left corner)
3. Select **Cloud Sync** (performing a cloud sync will sync all saved data/changes from the **Back Office** to the **Front Till**)

- Once synced, go back to the **3 lines** (top left corner)
- Select **Settings**
- Select **Peripherals** along the top of the screen
- You will see **Westpac Group**, toggle this on (the toggle will appear **blue** when on)
- If you would like to use **Customer Not Present Transaction (MOTO)**, toggle this on
- Now that Westpac Group has been enabled, you will see more options available. If you would like your card reader receipts to print to your POS printer, toggle on **Print Receipts through POS**
- If you would like to print a Merchant copy, toggle on **Print Merchant Copy**
- If you would like to print a Customer copy, toggle on **Print Customer Copy**
- If you would like the verification accept / decline options show on the till screen, toggle off **Signature flow on EFTPOS**
- Select the **back arrow** (top left corner) to save your changes

## Physical card reader setup

Pairing the card reader

You will now need to pair the card reader with your till system.

**Note:** Some of the below steps are completed on the till system, as well as the card reader.

- Log into your **Front Till**
- Select the **3 lines** (top left corner)
- Select **Settings**
- Select **Peripherals** along the top of the screen
- Select the **Settings** button next to **Westpac Group Pairing Settings**. This will open the following dialog:

The screenshot shows a dialog box titled "WESTPAC GROUP SETTINGS" with a close button (X) in the top right corner. It contains the following fields and options:

- POS ID:** A text input field containing "Tablet1".
- EFTPOS S/N:** A text input field containing "000-000-000".
- EFTPOS ADDRESS:** A checkbox labeled "Automatic" which is checked, followed by an empty text input field.
- Below the fields, the text "UNPAIRED" is displayed.
- At the bottom, there are two blue buttons: "SAVE" and "PAIR".

- The **POS ID** field is already completed, however you can change this if you wish (spaces and special characters are **not** allowed)
- You will need to enter the **serial number** (displayed on your card reader screen) into the **EFTPOS S/N** field

8. You can leave the **EFTPOS ADDRESS** field blank and the box can remain ticked
9. Select the **Pair with POS** on the card reader
10. Select **Pair** button on the till system (the card reader will only stay in pairing mode for a short while, it is important that the **pair** button is selected as soon as possible after selecting **Pair with POS** on the card reader)
11. A code will display on the till screen and the card reader. Press **YES** on both the card reader and the till screen if the codes match

You will then see another message, confirming that the pairing is complete

### Testing a transaction

You can now test a transaction on your **Front Till** to make sure your new Westpac card reader is communicating with your till system.

1. Log in to your **Front Till**
2. Select the **Misc. Product** action button found at the bottom right and click the **+** sign on the top left of the screen. Enter any product name and enter a small amount (1p/cent) and press **Add**. The product will appear in the **transaction panel** on the right.
3. Select **PAY**
4. Select the **tender** as Westpac (or whatever you changed this to in your **Back Office**)

You will then see a pop up on the screen confirming that Epos Now software is connecting to the Westpac card reader, be sure to check the card reader screen to see if it's showing the amount. If the transaction amount is showing on the card reader, you can now take payment. The till system will receive a signal from the Westpac card reader and will cash off the payment on the Epos Now software.

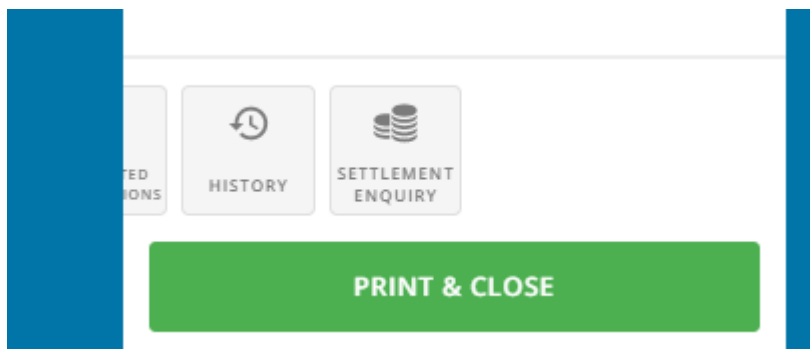
## Additional features

### Settlement

A settlement is performed on the payment device when the end of day on the till system is completed. If the settlement on the payment device fails there will still be an option to close the till anyway.

### Settlement Enquiry

There is also the option to reprint a previous settlement report by performing a settlement enquiry. This can be run by using the following button on the close till page:



### **Historic Receipts**

Previous merchant receipts for all card transactions performed can also be reprinted. These can be found on the print historic page (Front Till > 3 lines in the top left corner > Print > Print Historic).

An additional column will be shown on the transaction table with a button to view card details and receipts if available.

Pressing the show card details button will show a table at the bottom of the page that shows the card details used and an option to reprint the receipt.

## FAQs

### **I have a 'Transaction Recovery' error on my till system, what does this mean?**

It is likely that the last transaction was not completed successfully (usually caused by the card reader crashing or a power failure). Selecting YES will attempt to fetch the information from the last transaction and will complete the transaction if successful.

### **I have an 'Unknown Payment Result' error on my till system, what do I do?**

This error tends to mean the card reader has lost its connection to the till system. This error will allow you to choose the outcome of the transaction, you can either cancel, override or retry.

Pressing cancel will keep the transaction open, override will complete the transaction and retry will take the payment on the card reader.

**My card reader is declining payments, why?**

If your card reader is declining payments, you will need to speak with Westpac. You can contact them on **00 61 2 9293 9270**.